

User Guide

TWS Stats V2.1

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User Guide

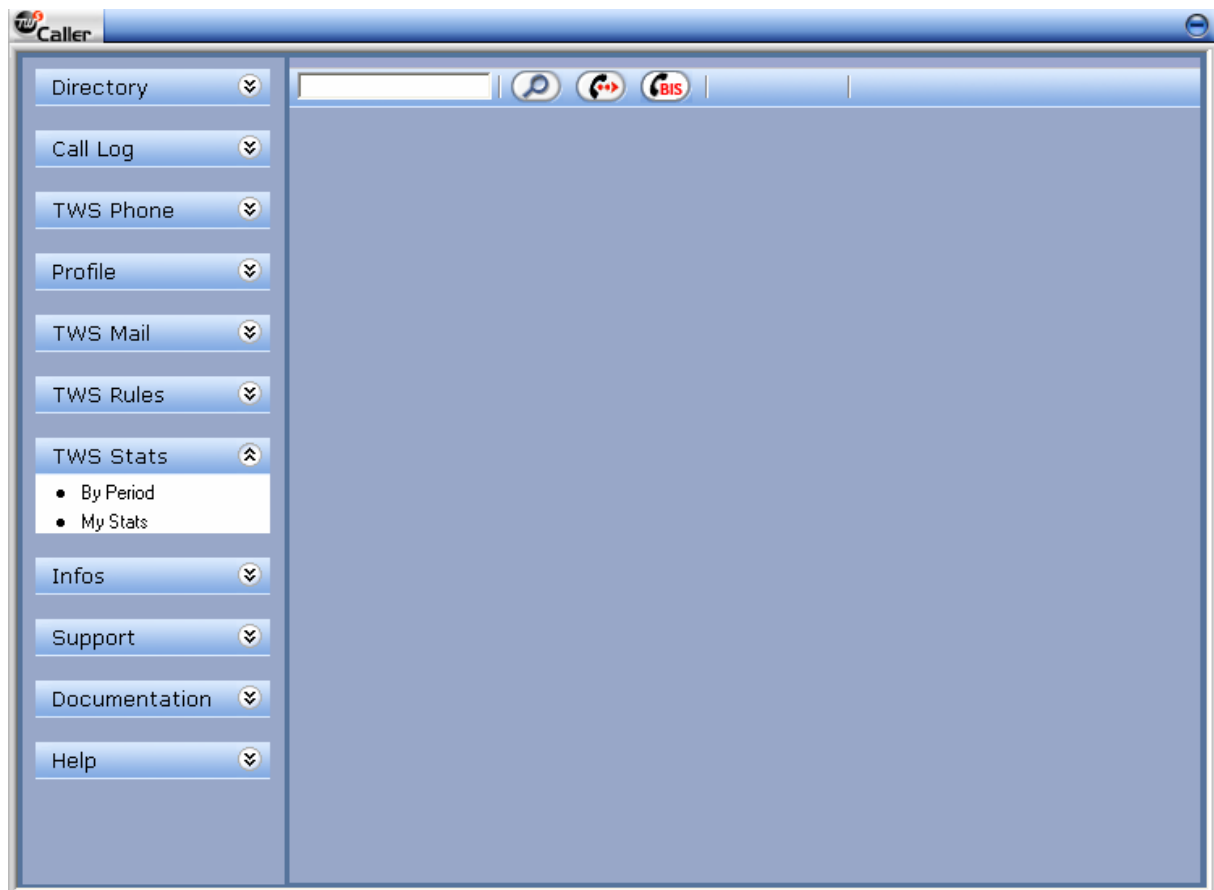
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1. Overview

TWS Stats is an easy-to-use tool for creating statistical tables or graphs (histograms, pie charts, etc.).

The tool is incorporated into *TWS Caller* (see screen below) and enables each user to view his or her own call statistics.



Depending on the period, *TWS Stats* can produce:

- ➔ The total number of calls
- ➔ The number of successful calls
- ➔ The number of failed calls
- ➔ The number of outgoing calls
- ➔ The number of calls received
- ➔ The number of lost calls.

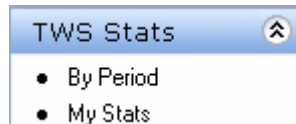
But also:

- ➔ The average off-hook time
- ➔ The total conversation time
- ➔ The average conversation time
- ➔ The percentage of answered / unanswered calls.

2. Overview of the TWS Stats interface

By default, the *TWS Stats* window is located in the *TWS Caller* menu; to access it:

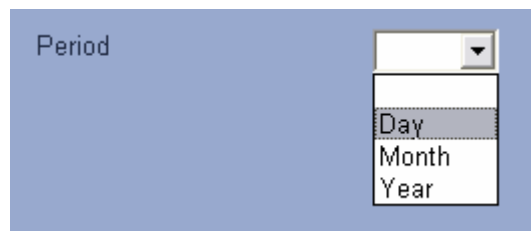
Click  (on the *TWS Caller* bar) then on:



You then have access to the *TWS Stats* menu comprising *By Period* and *My Stats*.

2.1. Statistics by period

Click *By Period* then choose the type of period over which you wish to perform your statistics: *Day / Month / Year*.



No matter the period you choose, you must choose a start date and an end date (which must, of course, be later than the start date).

After choosing your dates, click *Next*.

Below are the different possibilities for period type.

2.1.1. Daily statistics

Period

Start date

End date

février

lun.	mar.	mer.	jeu.	ven.	sam.	dim.
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4
5	6	7	8	9	10	11

Today: 21/03/2007

Next

2.1.2. Monthly statistics

Period

Start date

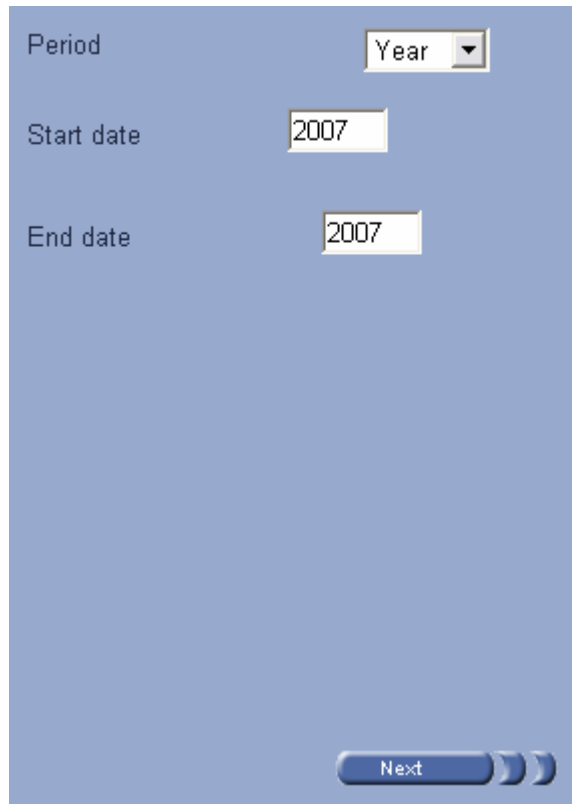
End date

february 2006
march 2006
april 2006
may 2006
june 2006
july 2006
august 2006
september 2006
october 2006
november 2006
december 2006
january 2007

Next

You can select a maximum of 12 months.

2.1.3. Annual statistics



The image shows a web form for selecting annual statistics. It has a light blue background. At the top, there is a label 'Period' followed by a dropdown menu showing 'Year'. Below this, there are two text input fields. The first is labeled 'Start date' and contains the text '2007'. The second is labeled 'End date' and also contains the text '2007'. At the bottom right of the form, there is a blue button with the text 'Next' and two right-pointing arrow icons.

You may only enter one year per text box (between 2000 and 2050). Years not containing any call will not be shown on the graphs.

2.2. Statistical specifications

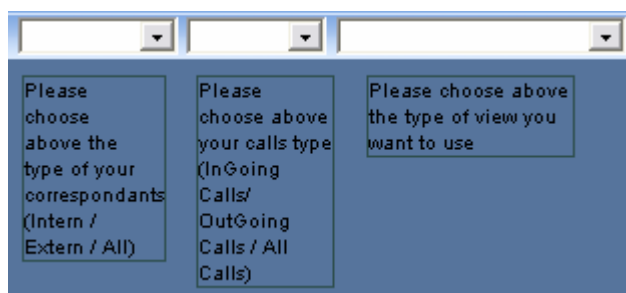
Call recipient :

Calls type :

View type :

All these parameters are common to the main statistics page defined below. You can redefine them dynamically to modify the statistic you wish to display.

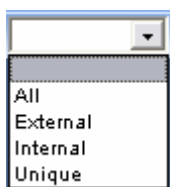
Click *Next* to obtain this interface:



The screenshot shows a web interface with three dropdown menus. The first menu is labeled 'Please choose above the type of your correspondants (Intern / Extern / All)'. The second menu is labeled 'Please choose above your calls type (InGoing Calls/ OutGoing Calls / All Calls)'. The third menu is labeled 'Please choose above the type of view you want to use'.

2.3. Choosing filters

2.3.1. Filtering by type of contacts

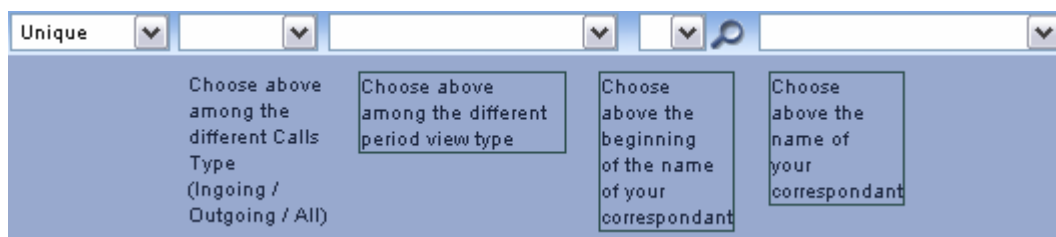


The screenshot shows a dropdown menu with four options: 'All', 'External', 'Internal', and 'Unique'.

You can choose:

- *All*: all contacts
- *External*: contacts not included in the internal numbering plan.
- *Internal*: contacts included in the internal numbering plan.

If you choose *Unique* and your TWS directories are configured, the screen below will be displayed.



The screenshot shows the statistics interface with 'Unique' selected in the first dropdown menu. The other three dropdown menus are labeled: 'Choose above among the different Calls Type (Ingoing / Outgoing / All)', 'Choose above among the different period view type', 'Choose above the beginning of the name of your correspondent', and 'Choose above the name of your correspondent'.

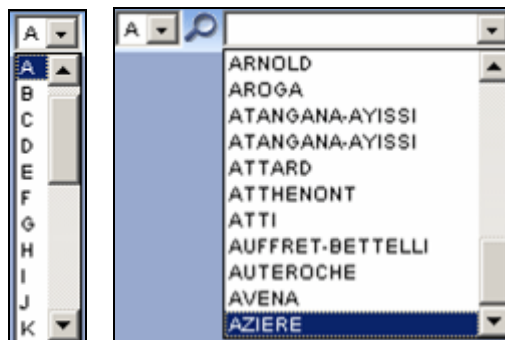
In this case, you have two possibilities:

1. Either your administrator (see TWS Stats administration documentation) has configured the use of a dialogue box in which you can enter up to the first three letters of the name of the contact you are looking for in order to perform your statistics (see example with "azi" below). In this case, click the zoom tool to refresh the search.

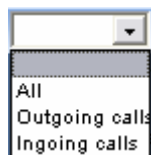


The screenshot shows the statistics interface with 'Unique' selected in the first dropdown menu. A search box is visible with the text 'lazi' and a magnifying glass icon. Below the search box, a dropdown menu shows the result 'AZIERE'.

2. Or your administrator has given you a list containing all the alphabets so you can filter with the first letter of the name (see example with the letter "A" below). In this case, click the zoom tool to refresh the search.



2.3.2. Filtering by call type



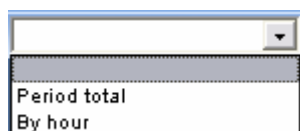
You can filter calls according to their origin. *All* means both *Incoming* and *Outgoing* calls. By combining this parameter with the *effective / non-effective calls* tabs (see 2.4 *Type of Statistics*), you can, for instance, recover the number of lost calls.

2.3.3. Filtering by view type

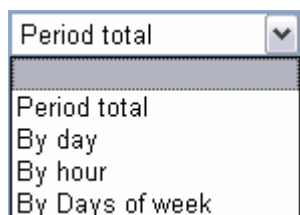
Depending on the period, different *period views* will be available.

A total is always available for each view period; it corresponds to the sum of all the calls or the duration over the period in question.

Daily period:



If the period corresponds to one day, it is possible to choose a view by hour.

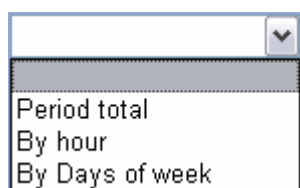


If the number of days in the period is between 2 and 31, you can have a view by day, by hours or by days of the week.



If the number of days is above 31, you have views by hours and by days of the week.

Monthly period:

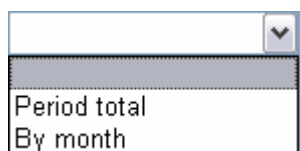


If the selected period corresponds to one month, you may have views by day or by days of the week.

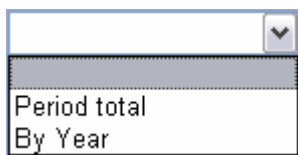


If the selected period is between 2 and 12 months, you have views by month or by days of the week.

Annual period:



If the selected period corresponds to one year, you may have views by month.



If the selected period corresponds to more than one year, a view by year is available.

Once you have configured the different filters correctly you can choose different statistic types.

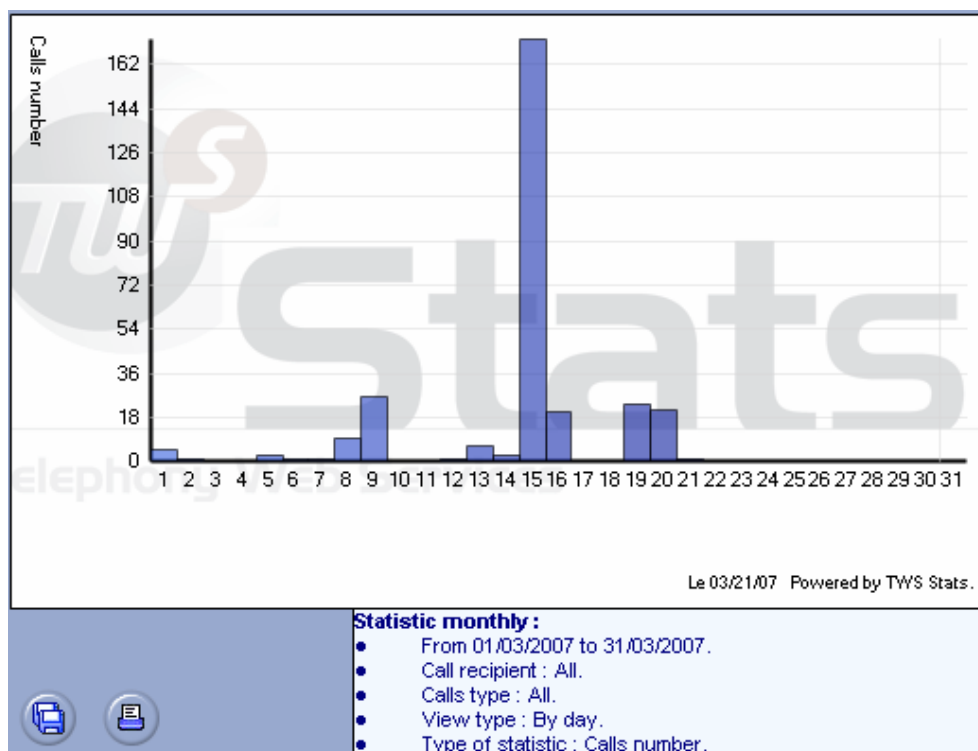
2.4. Type of statistics



Each tab corresponds to a *type of statistics*. You can update it dynamically by changing at any moment a parameter of the *TWS Stats* toolbar.

The different types of statistics are:

- Number of calls
- Number of calls that resulted in a conversation (available only for incoming and outgoing calls)
- Number of calls that did not result in a conversation (available only for incoming and outgoing calls)
- Total conversation duration
- Average conversation duration
- Off-hook time (available only for incoming calls)
- Percentage of answered calls compared to unanswered ones (available only for incoming and outgoing calls)
- A summary table for all the statistics.



The *caption* displays the initial and final date as well as the different parameters (*Call recipient / Call type / View type, Type of statistic / Period*).

Display hours

Display seconds

Display minutes

Display hours

For statistics such as *Conversation duration / Average duration* and *Off-hook time*, you can modify the display by choosing seconds / minutes or hours.

Affichage en valeur

Affichage en valeur

Affichage en pourcentage

For statistics such as *% of answered calls*, you can specify that the histogram be displayed *in values* or *percentages*. Moreover, it is only in case of *Total view (day / month / year)* that you can see a pie chart.

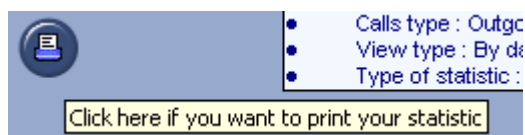
In the *Summary* tab, all the data for the different types of statistics is presented in form of a table (see below).

Period	UserName	# calls	# effective calls	# non-effective calls	Hang up Time	Dur. Conv.	Avg. Call Dur.
1	rbouchot	5	5		1	56	11
2	rbouchot	1	1		27	29	29
3							
4							
5	rbouchot	2	1	1	5	5	5
6	rbouchot	1	1		0	46	46
7	rbouchot	1	1		0	86	86
8	rbouchot	9	5	4	4	150	30
9	rbouchot	26	15	11	3	341	22
10							
11							
12	rbouchot	1	1		1	32	32
13	rbouchot	6	2	4	7	16	8
14	rbouchot	2	2		1	28	14
15	rbouchot	172	82	90	7	2703	32
16	rbouchot	20	13	7	4	1475	113
17							
18							
19	rbouchot	23	20	3	5	378	18
20	rbouchot	21	11	10	7	824	74
21	rbouchot	1	1		0	49	49
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							

2.5. Printing and backing up the statistics

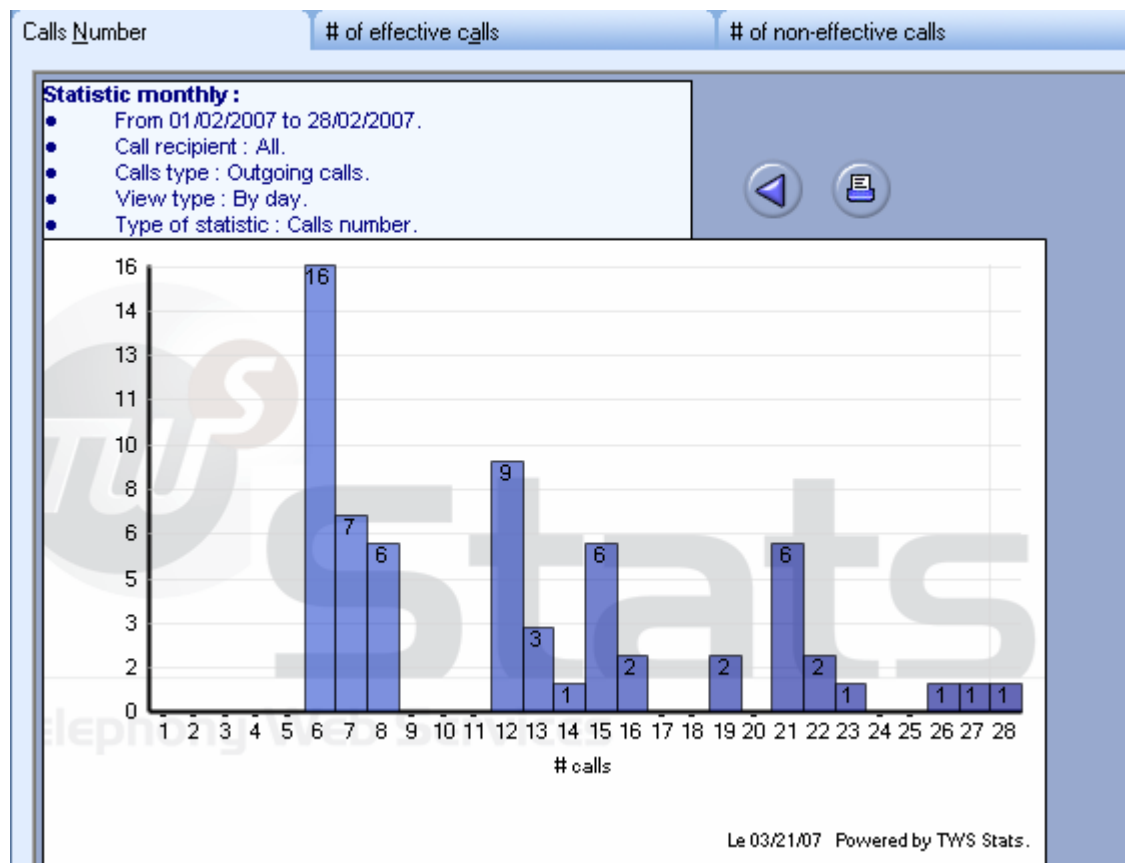
2.5.1. Print mode

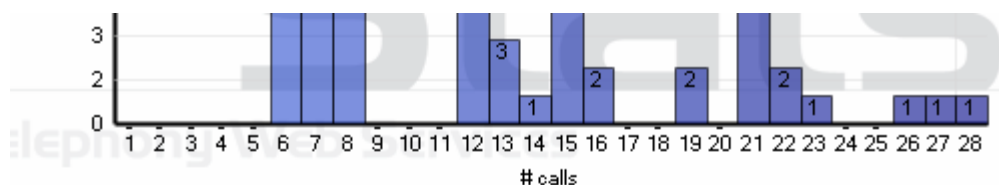
You can display each statistic in a printable format. For this, just click the button below each histogram or pie chart.



Clicking the above button displays the graph you had previously, as well as its caption and summary table containing the values of each statistic (see below).

The specific display modes for certain statistic types are kept (choice of display type for durations (*seconds*, *minutes*, *hours*) as well as the specific modes for the percentage of answered calls).



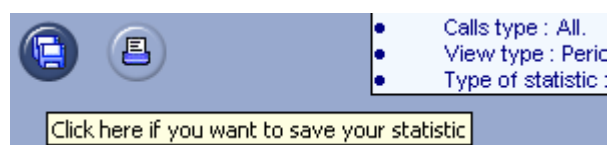


Le 03/21/07 Powered by TWS Stats.

Period	UserName	# calls	# effective calls	# non-effective calls	Hang up Time	Dur. Conv.	Avg. Call Dur.
1							
2							
3							
4							
5							
6	rbouchot	16	2	14	2	8	4
7	rbouchot	7	6	1	0	151	25
8	rbouchot	6	5	1	0	520	104
9							
10							
11							
12	rbouchot	9	7	2	2	66	9
13	rbouchot	3	2	1	0	75	37
14	rbouchot	1	1		0	120	120
15	rbouchot	6	6		2	178	29
16	rbouchot	2	2		0	87	43
17							
18							
19	rbouchot	2	1	1	1	252	252
20							
21	rbouchot	6	2	4	1	137	68
22	rbouchot	2	2		0	42	21
23	rbouchot	1	1		0	84	84

2.5.2. Backing up the statistics

You can back up the statistics you wish to preserve. The parameters are backed up and you can retrieve a statistics model. Only the period and type of period cannot be changed dynamically.









The screenshot shows a web application interface with a blue header bar containing three tabs: "Dur. Conv.", "Avg. calls Dur.", and "Hang up time". The "Avg. calls Dur." tab is currently selected. Below the header, there are two circular icons: a left-pointing arrow and a printer icon. The main content area has a "Name:" label followed by a text input field containing "Avg calls Dur.". Below this is a "Description:" label followed by a large text area containing the word "Description". At the bottom of the page, a red message states: "Your statistic has been successfully saved."

If the statistic is backed up correctly, a confirmation message appears (see above).

3. Your statistics

You can obtain the page below by selecting the menu *TWS Stats* then *My Stats*.

-  : Click this button to display the description.
-  : Click this button to delete a backed up statistic.
-  : Click this button to go to the page containing the statistics model you have backed up.

Name of your statistic:	
Avg calls Dur	  
Description:	
<div>Description</div>	

4. Statistics calculation rules

Internal calls: these are calls for which the phone number length is \leq the numbering plan length.

Effective incoming calls: incoming calls picked up by the user concerned.

Non-effective incoming calls: incoming calls not picked up by the user concerned.

Effective outgoing calls: outgoing calls picked up by a correspondent who may not necessarily be the person called (example: a call picked up by a voice mail system).

Non-effective outgoing calls: outgoing calls not picked up by the called party.